

State of Alaska FY2010 Governor's Operating Budget

Department of Education and Early Development Alaska Library and Museums Results Delivery Unit Budget Summary

Alaska Library and Museums Results Delivery Unit

Contribution to Department's Mission

To provide access to government information; to collect, organize, preserve, and make available materials that document the history of the state; and to promote the development of libraries, archives and museums statewide.

Core Services

- Coordinate and support the development of library and museum services statewide through training, consulting and grant programs
- Provide information services to agency and legislative personnel and the general public
- Collect, organize, preserve, and make available to the public materials important to the history of the state, including manuscripts, photographs, documents, books, artifacts, and state government records
- Provide assistance to state agencies in managing information through records management, archival, and micrographic services
- Provide direct library services to special groups, including blind and physically handicapped and persons living in remote areas

End Result	Strategies to Achieve End Result
A: Increase the use of library, museum, and archival programs and services <u>Target #1:</u> Increase use of the State Library's information services by state employees <u>Status #1:</u> Use of library information services by state employees is steadily increasing. <u>Target #2:</u> Increase use of the museums' collection by loaning materials to other museums <u>Status #2:</u> The number of artifacts loaned to other museums increased in 2008, making more items available. <u>Target #3:</u> Increase the use of archival and records services by records officers and agency personnel <u>Status #3:</u> The strong 5-year upward trend of records dispositions indicates that agencies are using the State Archives and Records Management Services (ARMS) assistance to manage their records in accordance with state regulations.	A1: Increase the number of outreach activities performed by research library staff members <u>Target #1:</u> Increase the number of state employees and others informed about library services <u>Status #1:</u> Beginning in FY08, the library developed new statistical methodologies to better reflect outreach activities. A2: Promote online access to state museums' collection <u>Target #1:</u> Increase in the number of museum objects and digital images available on-line <u>Status #1:</u> The museum website includes descriptive information for approximately 95% of the artifacts in the collection and over 21% of the descriptions include digital images. A3: Increase information on archival and records management services through outreach and training <u>Target #1:</u> Increase the number of agencies that are informed or trained by Archives/Records Management <u>Status #1:</u> ARMS continues to offer updated information and services to increasing numbers of agency personnel.
End Result	Strategies to Achieve End Result
B: Increase usage of information and materials on	B1: Increase number of library's Alaskan resources

<p>Alaska</p> <p><u>Target #1:</u> Increase library patrons' usage of information and materials on Alaska <u>Status #1:</u> The 42% increase in reference questions is an indicator that the more information that is available on the internet, the more requests for information are generated.</p> <p><u>Target #2:</u> Increase usage of the museums' traveling exhibits and develop new venues and exhibits <u>Status #2:</u> Since FY06, five new traveling exhibits have been developed and five participating venues have been added to the traveling exhibit program.</p> <p><u>Target #3:</u> Improve patron access to archival materials <u>Status #3:</u> There is a steady increase in patron access to archival materials via the internet and in person.</p>	<p>available online</p> <p><u>Target #1:</u> Increase online availability of library's Alaskan resources <u>Status #1:</u> The number and variety of Alaska-related materials mounted on the library website continues to increase, including images added to Alaska's Digital Archives, preservation of born-digital Alaska state documents and aids to research.</p> <p>B2: Develop new virtual exhibits to display Museum collections to online visitors</p> <p><u>Target #1:</u> Increase visitor access to Museum collections through online exhibits <u>Status #1:</u> Online access to Museum collections continues to improve. Five virtual exhibits were added in 2008.</p> <p>B3: Increase the number of searching tools on the Archives web site</p> <p><u>Target #1:</u> Increase the number of informational materials offered on the ARMS website <u>Status #1:</u> 377 Research Tools and 1 Collection Guide are available on the ARMS website, which deal primarily with records retention.</p>
End Result	Strategies to Achieve End Result
<p>C: Promote best practices for museum and library directors statewide</p> <p><u>Target #1:</u> Communicate with 100% of public library directors and school librarians annually regarding best practices and offer opportunities for learning more about library best practices <u>Status #1:</u> 98.8% of Alaska library directors and school librarians received assistance from the Library Development team of the Alaska State Library in FY08.</p> <p><u>Target #2:</u> Increase the number of museums that use State Museum resources by 5% <u>Status #2:</u> FY08 reflects a 92% increase in individuals using technical resources provided by the Museum on its website and by staff site visits, training and responses to information requests.</p>	<p>C1: Provides education on library best practices to new and incumbent library administrators</p> <p><u>Target #1:</u> 50% of public library directors and school librarians annually will participate in continuing education opportunities offered by the State Library. <u>Status #1:</u> The number of library administrators who attend state-library-sponsored educational events continues to increase; approximately 70% were trained in FY08.</p> <p>C2: Develop and disseminate new museum related information statewide</p> <p><u>Target #1:</u> Increase the number of resource publications and training videos available to museums and continue to publish and distribute quarterly museum bulletins. <u>Status #1:</u> Additional training materials were acquired and the distribution of information on museum-related technical issues, grant opportunities and museum community activities increased in FY08</p>
End Result	Strategies to Achieve End Result
<p>D: Increase use of Talking Book Center (TBC) services and materials</p>	<p>D1: Publicize TBC services to pertinent organizations through brochures, visits, and conference booths</p>

<p>Target #1: Increase the number of eligible patrons served and items circulated by TBC</p> <p>Status #1: TBC circulations per patron reflects a 24% increase from 6 years ago</p>	<p>Target #1: Inform potential patrons and staff of social services and health agencies, libraries and associations about TBC services</p> <p>Status #1: The TBC contacted 16 different groups to promote its services to eligible individuals</p>
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Major Activities to Advance Strategies

<ul style="list-style-type: none"> • Update information on the division website • Conduct service awareness meetings • Develop announcements for agencies • Develop ARMS website and organize existing MINISIS database capable of being accessed through the Internet • Add digital photographs of artifacts in the Museum collections online as they become available • Update archives and records services available through the Archives website • Provide outreach to records officers and division directors on services • Develop electronic records policies and programs for preservation & access • Add 2,000 photographs into the Alaska Digital Archives website • Continue to add full descriptions of photo collections to the OCLC database • Produce electronic and paper brochures that promote collections and services • Make available for teachers and students online the Hands-on Loan collection • Develop Archives website for search and retrieval of historical materials • Track patron use of services • Continue to add interactive Finding Aids and Inventories of collections to the Historical Collections website • Implement new five-year plan for library development and services with Governor's advisory Council on Libraries • Develop cooperative outreach services with library and museums staff 	<ul style="list-style-type: none"> • Built-to-suit Archives storage is under construction • Using space needs document, determine next steps in building planning • Develop a plan for securing funding for construction phase for the new combined building • Provide workshops at conferences and other special library events • Develop audio or online workshops • Provide training and consulting services on-site & via the internet, email and telephone • Publish new articles on conservation, collection management, governance, planning, interpretation, and presentation and make them available • Update museum reference library with current resource materials • Establish an electronic records working group • Publish electronic records activities on the Internet • Develop and distribute publicity brochures on Talking Book Center services • Develop pertinent agency and association contacts • Speak at meetings of pertinent contacts • Conduct statewide employee library use survey • Add museum reference library to the library's online catalog • Investigate methods of augmenting digital services
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FY2010 Resources Allocated to Achieve Results

FY2010 Results Delivery Unit Budget: \$8,842,700	Personnel:	
	Full time	59
	Part time	4
	Total	63

Performance

A: Result - Increase the use of library, museum, and archival programs and services

Target #1: Increase use of the State Library's information services by state employees

Status #1: Use of library information services by state employees is steadily increasing.

Use of Selected Alaska State Library Information & Education Services

Year	Searches by State Empl.	# Agency Subscribers/TOC
2008	43,596 +22.28%	316 +12.46%
2007	35,652	281 -6.02%
2006		299 +5.28%
2005		284 +7.58%
2004		264

Methodology: Searches by State Employees: 2007 is the baseline year for tracking this information. Attendees at Library-Sponsored Educational events: 2008 is the baseline year for this information and the first year the Library has offered this specific training.

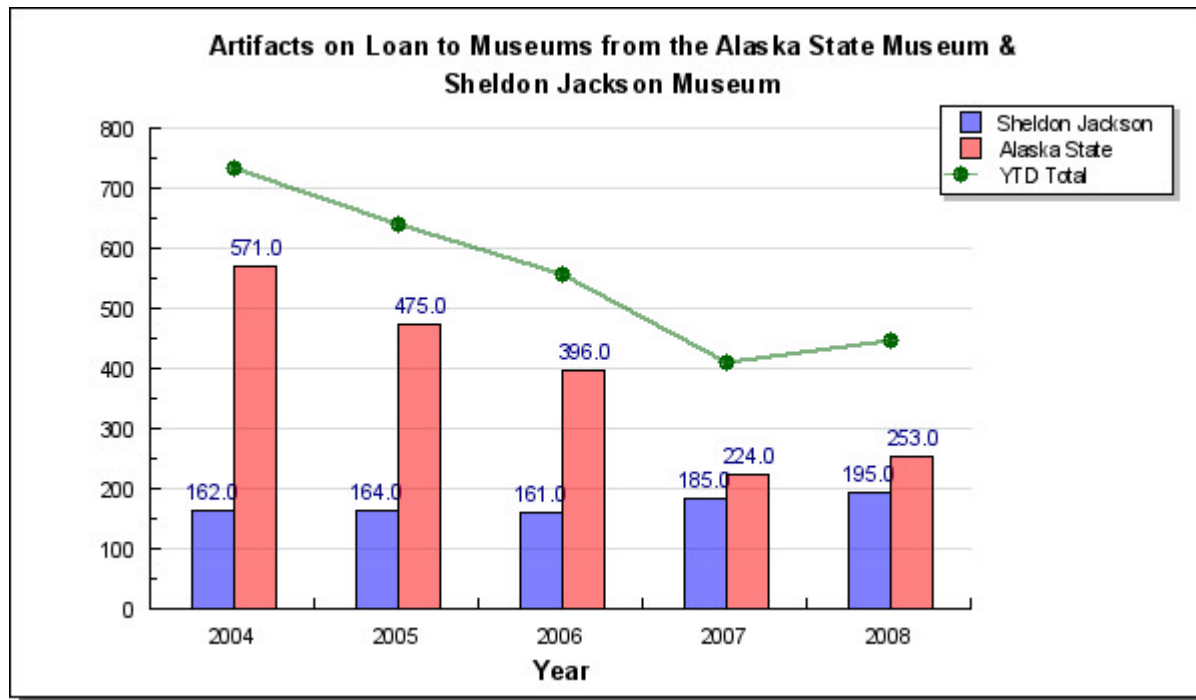
Analysis of results and challenges: ASL database searches counted are EBSCO searches from the "State" group ID plus the number of OCLC FirstSearch searches, which are limited to state employees. The rise in EBSCO state employee searches may be due to implementation of EBSCO A to Z, also known as "Journal Finder" service, which makes it easier to search for desired periodicals by title.

The Tables-of-Contents (TOC) service acts as an alert service by providing state employees with tables of contents of selected journals from which they choose articles of interest based upon their research needs. The State Library then provides copies of the articles if requested. Many journals are now available online through the Statewide Library Electronic Doorway (SLED), so this service points to articles that employees may be able to locate themselves. Separation of state service is the primary reason users cease to access the TOC service.

A new focus for the Information Services section of the library is to offer information-related educational events to state employees. A library-sponsored educational event is either: 1) an in-person class, 2) a live class delivered by distance, 3) an off-site librarian visit, or 4) a download of a recorded class (planned for 2009).

Target #2: Increase use of the museums' collection by loaning materials to other museums

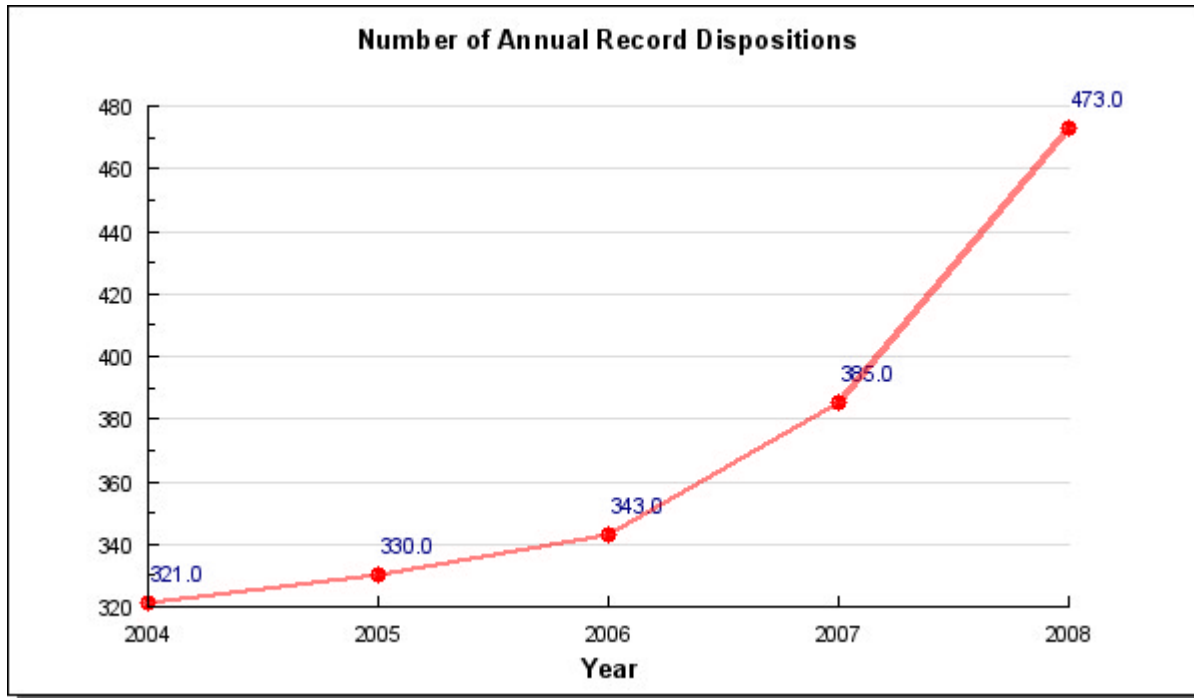
Status #2: The number of artifacts loaned to other museums increased in 2008, making more items available.



Analysis of results and challenges: The two State Museum facilities have an extensive collection, about 85% of which is not on exhibit. Many of the artifacts in storage are available for research or loan. Intellectual access to the holdings of the museums is being partially satisfied through the use of an extensive online database of the collections now available to the public. Unfortunately, many institutions do not meet the stringent requirements for the care, preservation, and security of artifacts and works of art. These standards include professional staff, security alarm systems, and comprehensive environmental controls. The challenge is to assist institutions in meeting the stringent requirements for care, preservation, and security in order to borrow artifacts and receive traveling exhibitions produced by the State Museum. The variation of total numbers of artifacts on loan will change significantly at times due to the return or loan of artifacts for major exhibitions.

Target #3: Increase the use of archival and records services by records officers and agency personnel

Status #3: The strong 5-year upward trend of records dispositions indicates that agencies are using the State Archives and Records Management Services (ARMS) assistance to manage their records in accordance with state regulations.



Analysis of results and challenges: The mission of State Archives and Records Management Services (ARMS) is to preserve the State's records that have permanent historical value. ARMS is responsible for assisting state agencies with the orderly management of active records and with disposition of non-current records after they are no longer being actively used by the agencies. Disposition means that records are either transferred to Archives for permanent retention or that they are destroyed; disposition must be verified and approved by Records Management services. The program works with 363 records retention schedules which generate a variable number of records dispositions each year. Records disposition in the last three years has generated 33,000 boxes that are handled by ARMS, with an annual average of 11,000 boxes.

Since 1975, Micrographics services have been offered to state agencies, primarily microfilming of records. Usage has been static in the past several years. As part of the records preservation program and to assist in storage of these records, in FY 10, the Micrographics section of ARMS plans to add digital services to its microfilm preservation services. Recent inquiries for digital services indicate that when these services can be offered, use will rise significantly.

We are experiencing an increasing demand for and recognition of the usefulness of records management services. In order to provide records management services, including outreach and training, to agencies in the Anchorage bowl, where approximately one-third of state offices and records officers are located, our two Records Managers travel more frequently in response to requests. For example, this year we assisted Department of Natural Resources in closing out Matanuska Maid Dairy. Although a private records management business in Anchorage bid \$114,000 to do the job, including charging the state to store boxes in their own high-cost office space, the Archives records management team executed the work via a Reimbursable Services Agreement for just \$6,000, a cost savings to the state of \$108,000.

A1: Strategy - Increase the number of outreach activities performed by research library staff members

Target #1: Increase the number of state employees and others informed about library services

Status #1: Beginning in FY08, the library developed new statistical methodologies to better reflect outreach activities.

Information Services and Historical Library Outreach Activities

Year	Employees Contacted	Inlinks to State Library
2008	790	15,735

Methodology: FY2008 is the baseline year for this information. Inlinks to State Library refers to the Inlinks to the State Library Web Pages.

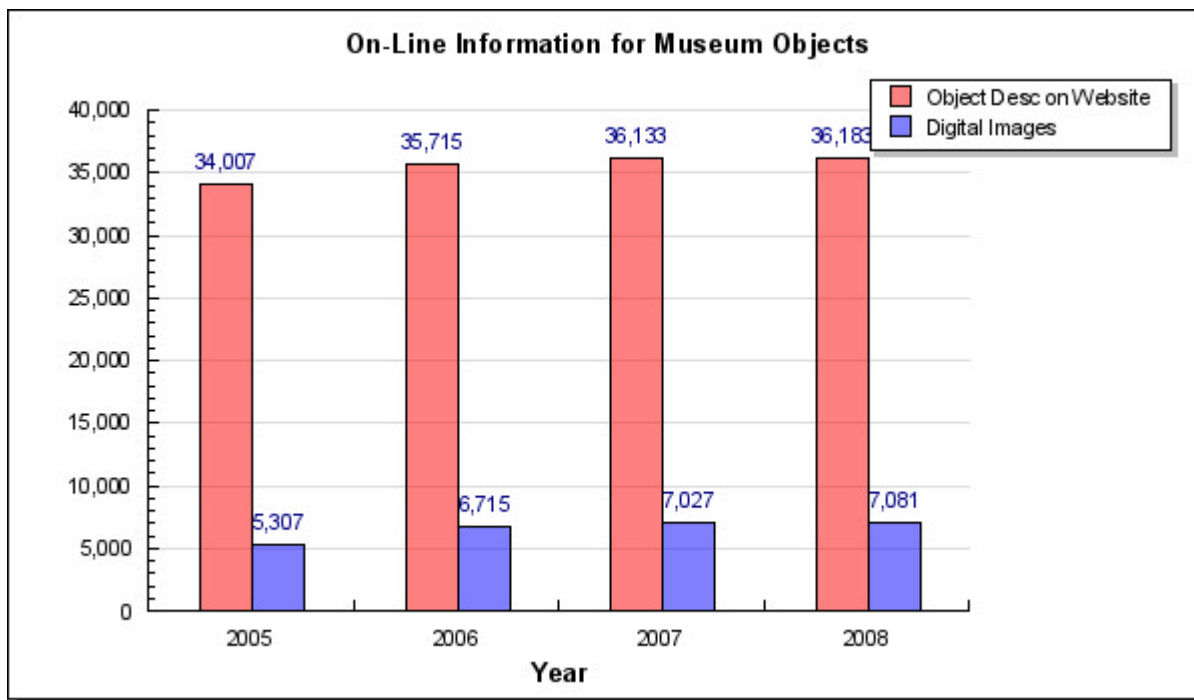
Analysis of results and challenges: State employees may be contacted with information about library services in a number of ways. The library has begun a systematic project of contacting all new employees within a month of when they begin state service. State employees are contacted by e-mail, telephone and by site visits to their offices when possible.

The number of inlinks to State Library web pages measures how many web sites link to pages within the web sites of the Alaska State Library (<http://library.state.ak.us>) or Alaska's Digital Archives (<http://vilda.alaska.edu>). Examples of pages linking to the Alaska State Library include the Kenai Community Library, the Alaska Computer Society and the Innoko River School. Examples of pages linking to Alaska's Digital Archives include the UT Austin Perry-Castaneda Historical Maps Page, the State Information Page of the Multnomah County Library and the Ruby Alaska Home Page. Inlinks is a figure that measures the number of outside entities that believe the ASL web pages are useful enough to include as internet pathfinders for their own use.

A2: Strategy - Promote online access to state museums' collection

Target #1: Increase in the number of museum objects and digital images available on-line

Status #1: The museum website includes descriptive information for approximately 95% of the artifacts in the collection and over 21% of the descriptions include digital images.

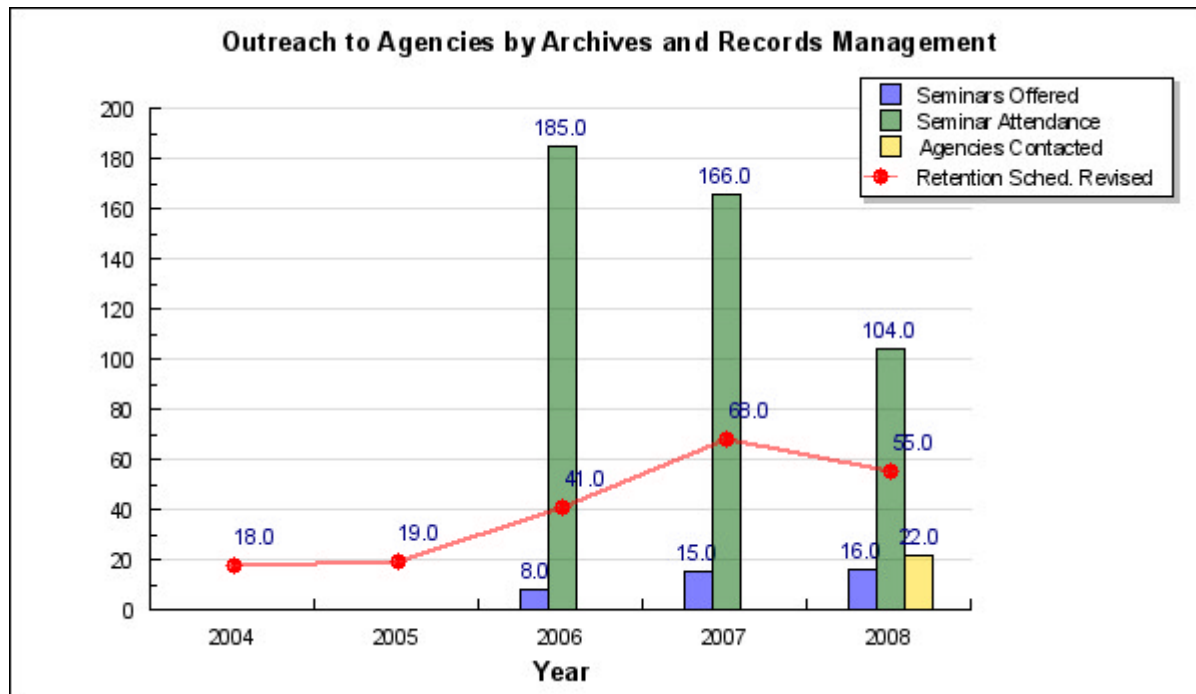


Analysis of results and challenges: The State Museums continue to work on inputting their entire collection into an automated database. In September 2004, an extensive online database of the Alaska State Museum and the Sheldon Jackson Museum was made available to the public on its website. The online searchable database features information on almost all items in the collection - over 36,000 objects; over 7,000 of these object descriptions include a digital image. Photographing objects in the collection is an on-going project and additional photos will be added to the database as the work continues. Concerns about server back-ups have slowed production in the past year, but this problem is being addressed.

A3: Strategy - Increase information on archival and records management services through outreach and training

Target #1: Increase the number of agencies that are informed or trained by Archives/Records Management

Status #1: ARMS continues to offer updated information and services to increasing numbers of agency personnel.



Methodology: 2006 is the first year seminars were offered. 2008 is the first year Agencies were contacted by Micrographic Services and is the baseline year for this information. The 2008 Records Retention Schedules Revisited number includes model record retention schedules project for Alaska School Districts and resulted in fewer schedules revised.

Analysis of results and challenges: Records management staff annually review and revise a portion of all records retention schedules. This past fiscal year, Records Management updated the records retention schedules for the departments of Administration, Revenue, Education & Early Development, Health & Social Services, Natural Resources, Governor's Office, Labor & Workforce Development, Commerce Community & Economic Development, Public Safety, Transportation, Corrections and Environmental Conservation. Records Management collaborates with 81 division directors and 63 records officers.

Records retention responsibilities are often assigned to administrative assistants or other new personnel who are neither properly trained nor consider this a high priority. Commissioners and other administrators must understand the importance of records management and the responsible persons must be trained. ARMS works to alleviate this problem by having training sessions in Anchorage, Fairbanks and Juneau on an annual basis and can provide such training in other cities upon request and financial support by the requesting agency. ARMS also provides training to cities, boroughs, school districts and other non-state agencies upon request. Of particular note during FY 2008 was the development of the model records retention schedule for Alaska school districts; training was provided to Association of Alaska School Boards and the Delta School District. This project, affecting 52 school districts, accounts for fewer revisions of retention schedules for this fiscal year. During FY2008, Records Analysts presented 16 Training Sessions, including 7 special presentations for the Anchorage Association of Records Managers and

Administrators annual meeting, Alaska School Finance Officer's Association, Department of Law, Delta-Greely School District, Ted Stevens Anchorage International Airport, Department of Transportation Southeast Regional Office, and Commissioner of Fish & Game staff. The state archivist and senior records analyst are also extending program outreach by serving on the Interdisciplinary Electronic Practices Committee, along with staff from the Department of Law and Enterprise Technology Services. In addition, Records Management developed and placed a 17-minute training video on the ARMS webpage.

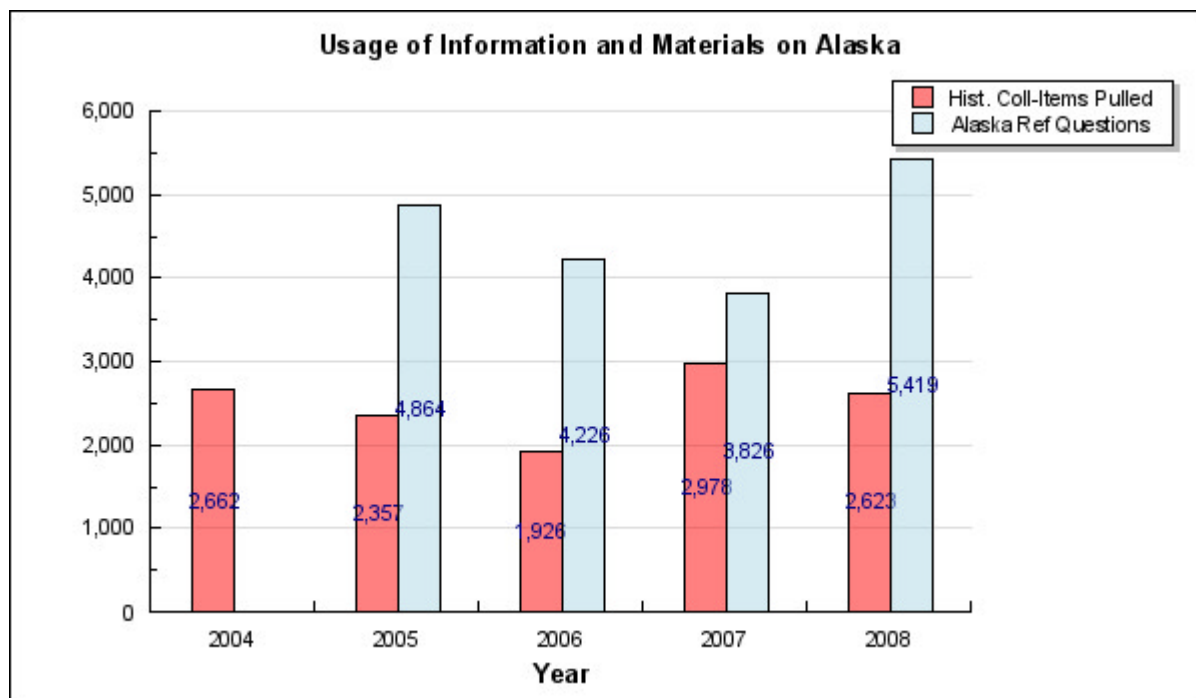
ARMS continues to address dynamic information administration challenges as the state ETS pursues technological solutions for its electronic records. Since many state records are born digital and never published in printed format (hard copy), ARMS is developing a program of electronic records management by working with agency personnel to develop policies. This effort will require the development of working relationships with each departmental division and agency records officers. Since 2004, all revisions of Records Retention Schedules include statements concerning electronic records compliance. Regulations regarding the retention and preservation of electronic records were adopted 10/2007.

The Micrographics Section offers microfilming services to state agencies at a very cost-effective rate. The challenge is four-fold: 1) to make state agencies aware of the service; 2) to work with agencies to define needs and establish long-range preservation plans; 3) to assist in record preservation by upgrading services to include digitizing of paper and microfilmed records and microfilming of born-digital records; and 4) to establish statewide standards for digitization and microfilming projects. The number of agency contacts is expected to rise as increased outreach and information concerning these services is shared with each department.

B: Result - Increase usage of information and materials on Alaska

Target #1: Increase library patrons' usage of information and materials on Alaska

Status #1: The 42% increase in reference questions is an indicator that the more information that is available on the internet, the more requests for information are generated.



Methodology: 2005 is the baseline year for collecting data on the number of Alaska Reference Questions received at ASL desks via fax, email, phone and in-person. 2007 is the baseline year for collecting data on the number of website visitor sessions to ASL Alaska Resources.

Usage of Information and Materials on Alaska

Year	Alaskana Website Visits
2008	172,149 -8.92%
2007	189,008
2006	
2005	
2004	

Analysis of results and challenges: Requests for Alaska materials has increased, reflecting the availability of more web collection guides and images. Photo orders are an example of increased requests. Overall, Alaskana represents 53% of all directory visits to the Alaska State Library website, a figure that is up from 36% in FY07.

In FY08 the Historical Collections unit had a 50% staff turnover; new staff counted fewer items pulled, resulting in a lower statistic. Following staff education and orientation, requests are expected to increase.

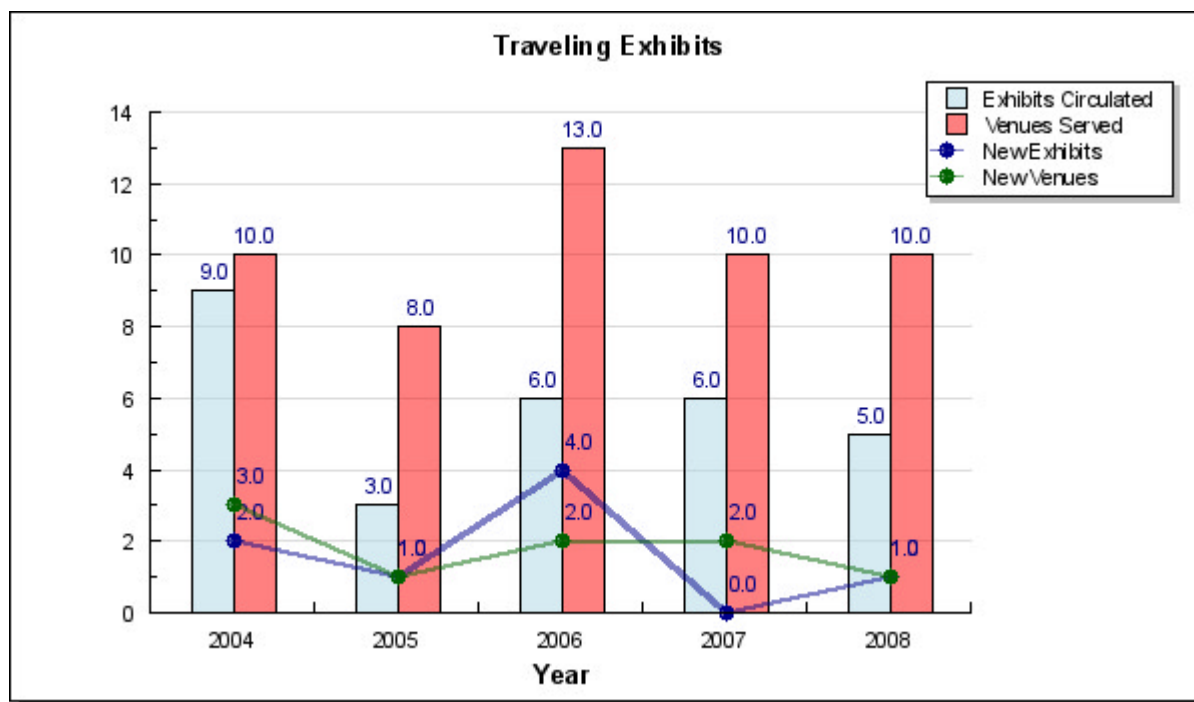
In the past five years, staff have concentrated on mounting many of Alaska's primary source materials online with metadata, such as photographs, manuscripts, and documents. This is especially crucial since most of them are not available for loan. The most recent effort places manuscript and photograph collection inventories on the internet with links to the catalog record and also to Alaska's Digital Archives, so that the information is available through three gateways. A Google search will also take a researcher to these collections.

The Alaska Publications Depository Program is at the national forefront in capturing "born-digital" state agency publications. This program links to publications in electronic format through Alaska State Library's web portal. As more information is available on the websites, it is anticipated that in-house use of paper publications and photographs will decrease, since some of the information will be universally and more conveniently available through the internet.

The decrease in website visitor sessions may be evidence that web search habits are changing. Instead of going through individual web sites, use of aggregated search engines, such as Google, take the searcher directly to the desired material. This methodology will decrease individual website visitor sessions.

Target #2: Increase usage of the museums' traveling exhibits and develop new venues and exhibits

Status #2: Since FY06, five new traveling exhibits have been developed and five participating venues have been added to the traveling exhibit program.



Analysis of results and challenges: Alaska has over 80 museums and many are very small operations, often staffed by no more than one person. Due to limited resources, they are not able to build large collections or develop new exhibits. The State Museum in Juneau fills the role of developing traveling exhibits on Alaska topics that meet the size requirements and interests of Alaska's smaller community museums. As new exhibitions are added and old exhibitions are taken off travel status, the number of exhibits available at any time will not vary much from year to year; however, new content is circulating to the state's smaller communities.

The challenge is to encourage more of the small museums to make use of the program and to assist institutions in meeting the stringent requirements for the care, preservation, and security of these traveling exhibits. As museums are taught to meet care requirements, or as exhibitions are developed that require less care (e.g., facsimile exhibitions) more venues will be added.

During FY08, The Alaska State Museums toured five traveling exhibitions, with ten stops in nine Alaskan communities. Exhibitions circulated included: Alaska Positive 2008, Creating Alaska: 50th Anniversary of the Alaska Constitution, Arctic Winter Games, Kayaks of Alaska and Siberia, Case & Draper Photographs 1880-1920.

Target #3: Improve patron access to archival materials

Status #3: There is a steady increase in patron access to archival materials via the internet and in person.

Patron Use of Website and Reference Inquiries

Year	Website Visitors	Reference Inquiries
2008	85,836 +2.48%	621 +100.32%
2007	83,760 +8.79%	310 -12.18%
2006	76,994 +42.2%	353 +21.72%
2005	54,145 +76.84%	290 +25.54%
2004	30,618	231

Analysis of results and challenges: Archival materials must be used at the State Archives as due diligence and care for collections requires that they cannot be removed (checked out); therefore, patron access to materials may be difficult for those outside of Juneau. In recent years, however, two innovations have made for improved access: 1) ARMS has begun to post Finding Aids and other information on its web site so that remote patrons can “see” what is located at the Archives; and, 2) the ability to digitize requested materials and send them out via email allows for earlier delivery of requested information. We anticipate that “virtual visits” will increase as new materials are added to the site.

B1: Strategy - Increase number of library's Alaskan resources available online

Target #1: Increase online availability of library's Alaskan resources

Status #1: The number and variety of Alaska-related materials mounted on the library website continues to increase, including images added to Alaska's Digital Archives, preservation of born-digital Alaska state documents and aids to research.

Number of Selected Alaskan resources Available Online

Year	Guides to AK Collections	State Documents	AK Digital Archives	Alaskan in Lib Catalog
2008	766 0%	4,228 +6.79%	12,279 +24.46%	55,080 +4.84%
2007	0 0%	3,959 +31.01%	9,866 +36.14%	52,536 +3.79%
2006	0 0%	3,022 0%	7,247 +34.6%	50,617 +12.43%
2005	0 0%	0 0%	5,384 +91.06%	45,020 +13.06%
2004	0	0	2,818	39,819

Methodology: 2008 is the baseline year for Guides to Alaskan Collections data. 2006 is the baseline year for State Documents data.

Analysis of results and challenges: • “Guides to Alaskan Collections” are finding aids and other resources that describe materials held by Alaska State Library's Historical Collections. This is a new web resource for 2008.

- “State Documents” refers to the number of digitized and born-digital Alaska State documents archived online.
- “Alaska's Digital Archives (ViLDA)” counts the number of images and items contributed by the Alaska State Library to the statewide ViLDA project.
- “ASL Alaskan in the Library Catalog” is the number of items held by the Alaska State Library that have “Alaska” in the subject heading.

The sum of the number of Guides to Alaskan Collections, State Documents and ViLDA is the total Alaskan online. In the 2004 base year 2,818 ViLDA items were put online. In 2006 digitized and born-digital documents were added to the website, and in 2008 Guides to Alaskan Collections was added. Alaskan online in 2008 totals 17,273 items; a total increase of 513% in digital Alaskan available online in five years.

The number and variety of Alaska-related materials mounted on the library website continues to increase. Most

notable are images added to Alaska's Digital Archives (ViLDA), preservation of born-digital Alaska state documents and aids to research (Guides to Alaskan Collections). ASL sets an annual goal of adding 2,000 items to the Alaska's Digital Archives. In FY2008 that goal was surpassed; 2,413 items were added. Rate may slow as a grant position was no longer funded. The availability of these images allows reference personnel to refer patrons to the web rather than pulling the original items, thus preserving the endangered, fragile materials. Web usage increases with public awareness of this great historical and cultural resource.

Streamlining the digitization process as well as finding permanent funding to maintain the current Alaska's Digital Archives website while adding images at the same rate, is a challenge since Federal funding is no longer available. Another commitment, as the world continues to "go digital", is to encourage smaller institutions to add images to the website. As part of its responsibility to assist library development statewide, the ASL staff assists institutions in their digitization efforts.

The State Library's online catalog is another web source for Alaska titles. A large percentage of new titles are State publications. The Alaska State Publications Program is charged with providing no-fee, permanent public access to the publicly funded materials produced by state agencies for Alaskans regardless of format. Born-digital documents are preserved on a library server. Often the library provides access to more agency periodical material than is available at the issuing agency web site.

B2: Strategy - Develop new virtual exhibits to display Museum collections to online visitors

Target #1: Increase visitor access to Museum collections through online exhibits

Status #1: Online access to Museum collections continues to improve. Five virtual exhibits were added in 2008.

Visitors to Museum Website

Year	Visitors to Website	Virtual Exhibits
2008	308,294 +0.48%	17 +41.67%
2007	306,821 -3.67%	12 +9.09%
2006	318,524 +50.3%	11 +22.22%
2005	211,921 +55.2%	9 +28.57%
2004	136,546	7

Analysis of results and challenges: All but a few of Alaska's 80 plus museums are very small operations, often staffed by no more than one person. Due to limited resources, they are not able to build large collections or develop new exhibits. The State Museum in Juneau fills the role of developing traveling exhibits on Alaska topics that meet the size requirements and interests of Alaska's smaller community museums. The challenge is to encourage more of the small museums to make use of the program and assist institutions in meeting the stringent requirements for the care, preservation, and security of these traveling exhibits.

Of particular interest are three early exhibits, Quilts of Alaska, Eight Stars of Gold and Alaska's Gold. These three exhibits are distinguished from the others in that educational support materials were developed for the shows. Teacher resources are developed as contractual support is available.

B3: Strategy - Increase the number of searching tools on the Archives web site

Target #1: Increase the number of informational materials offered on the ARMS website

Status #1: 377 Research Tools and 1 Collection Guide are available on the ARMS website, which deal primarily with records retention.

Archives & Records Management Materials Available on the Internet

Year	Research Tools	Digital Collections
2008	378	0

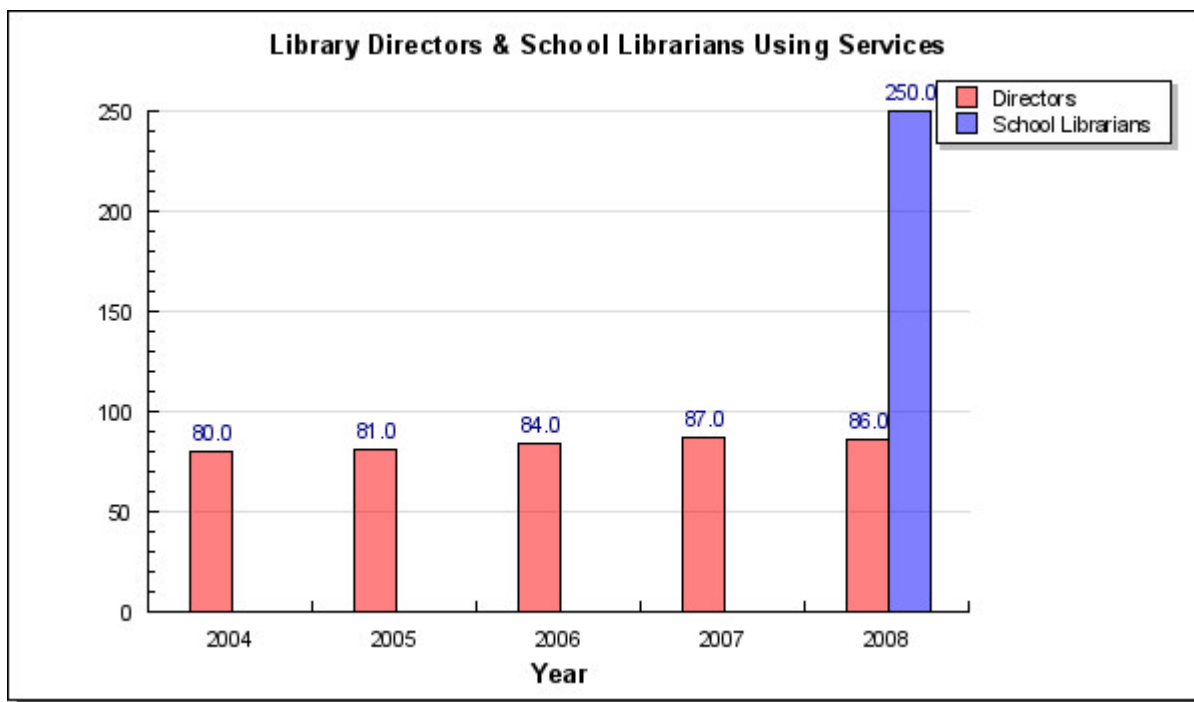
Methodology: 2008 is the baseline year for this strategy.

Analysis of results and challenges: The internet is an excellent vehicle for sharing state records to those who are not able to visit the Archives facility located in Juneau. ARMS has committed to assisting patron self-service from a distance by adding to its web presence. The web site will make available 1) online research tools such as Records Retention Schedules for agencies, sample records retention schedules for non-state agencies, informational materials such as posters or brochures describing ARMS services and collections guides such as Guide to Alaska Probate Records; 2) digital items from Archives' collections, such as photographs or papers.

C: Result - Promote best practices for museum and library directors statewide

Target #1: Communicate with 100% of public library directors and school librarians annually regarding best practices and offer opportunities for learning more about library best practices

Status #1: 98.8% of Alaska library directors and school librarians received assistance from the Library Development team of the Alaska State Library in FY08.



Methodology: 2008 is the baseline year for the School Librarian data.

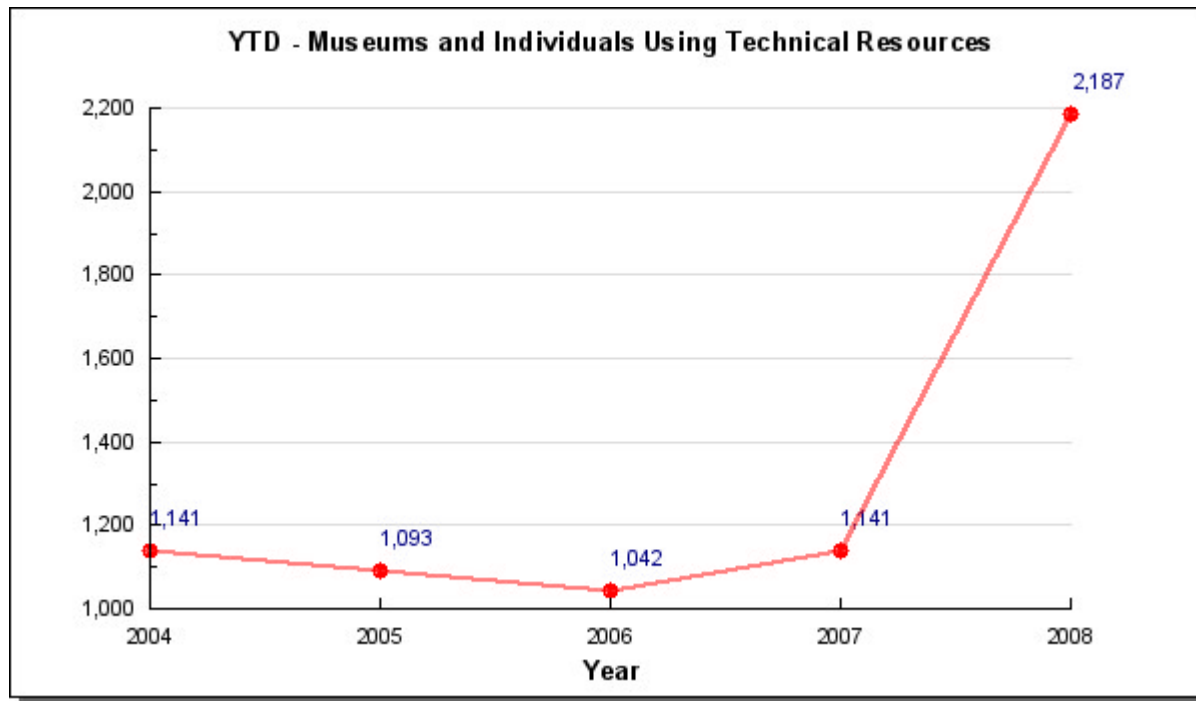
Analysis of results and challenges: School librarians and public library directors in Alaska frequently work in isolation with few or no professional colleagues in their communities. These librarians depend on information and direct contact with Library Development staff at the State Library to keep them abreast of current practices, programs and regulations. Library Development staff consult with library directors of all types on grants, E-Rate regulations and procedures, and management issues in school and public libraries. SAYL mail(School and Youth Librarians) is an email newsletter that goes to school librarians weekly during the school year.

The statewide total number of directors and school librarians in 2008 is 340. 336 used the statewide library programs and services for a total of 98.8%.

Each year, there is a sizable turnover of librarians, especially in the small communities. This presents an ongoing challenge for the State Library. The figures reflect the high demand for information and services.

Target #2: Increase the number of museums that use State Museum resources by 5%

Status #2: FY08 reflects a 92% increase in individuals using technical resources provided by the Museum on its website and by staff site visits, training and responses to information requests.



YTD - Museums and Individuals Using Technical Resources

Year	Site Visits	Individuals Trained	Request for Museum Info.	YTD Total
2008	39 +56%	213 +35.67%	1,935 +101.77%	2,187 +91.67%
2007	25 +66.67%	157 -10.8%	959 +12.69%	1,141 +9.5%
2006	15 -25%	176 +34.35%	851 -9.66%	1,042 -4.67%
2005	20 -52.38%	131 -5.07%	942 -1.98%	1,093 -4.21%
2004	42	138	961	1,141

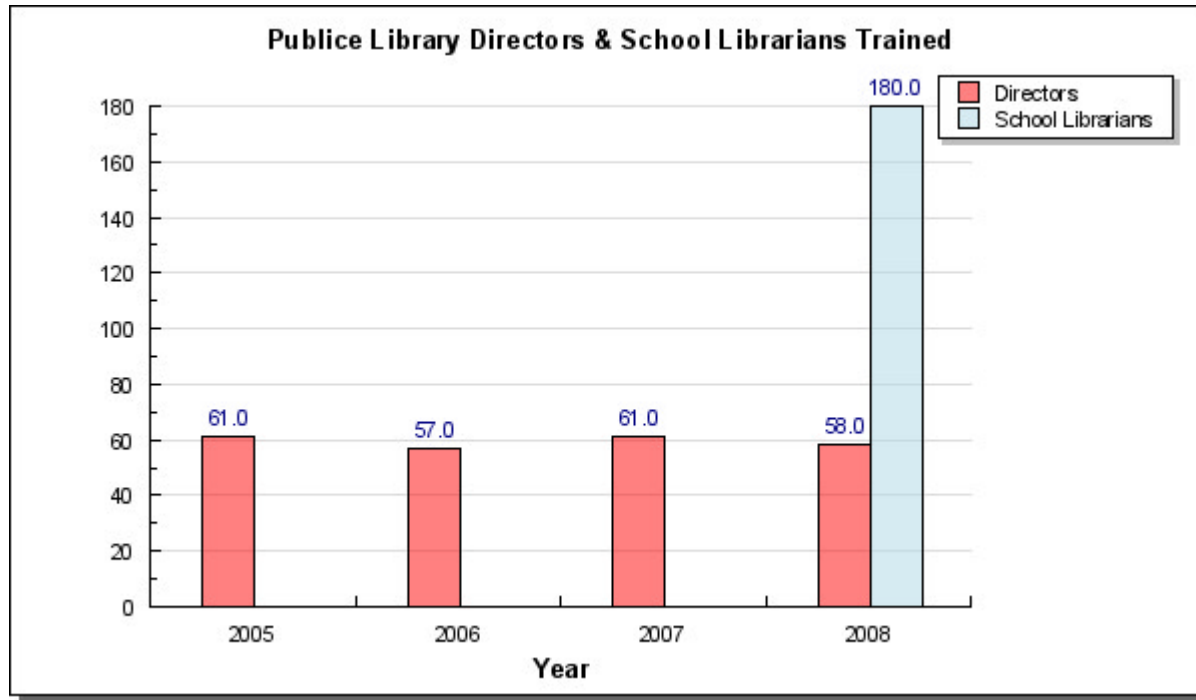
Analysis of results and challenges: The Alaska State Museum provides consulting services to more than 80 museums and cultural facilities throughout Alaska, as well as to the general public. Technical assistance covers all aspects of museum operations including administration, funding, collections management, exhibits, education, environment, and security. The museum community is similar to the public library community in Alaska. Of the museums in Alaska, probably about two-thirds have budgets under \$100,000. There are professionally trained museologists in no more than 10 museums. The State Museum is the primary training and consulting group for museums in Alaska. The challenge is to make the entire museum community aware of the State Museum's role in and commitment to training.

In FY08 museum staff responded to over 1,900 technical information requests and conducted 30 visits to museums and cultural centers, including: the Baranov Museum, Alutiiq Museum, Soldotna Homestead Museum, Sitka Historical Museum, Museum of Transportation and Industry, Dorothy Page Museum, Sheldon Museum, Palmer Museum, Eagle Historical Society, Cordova Historical Museum, Alaska Native Heritage Center, Totem Heritage Center, Ilanka Culture Center, Valdez Museum, Alaska Museum of Natural History.

C1: Strategy - Provides education on library best practices to new and incumbent library administrators

Target #1: 50% of public library directors and school librarians annually will participate in continuing education opportunities offered by the State Library.

Status #1: The number of library administrators who attend state-library-sponsored educational events continues to increase; approximately 70% were trained in FY08.



Methodology: 2008 is the baseline year for the School Librarian data.

Analysis of results and challenges: Alaska does not have a graduate library school program or any technical training course for librarians or library paraprofessionals. The ongoing challenge for training library directors is to provide continual basic educational opportunities for those new to the field, but charged with library administration, while supplying advanced opportunities for more experienced directors. State grant regulations require public library directors to attend continuing education on a two-year cycle, while certified school librarians must obtain 6 university recency credits within five years to be recertified. Each year, there is a sizable turnover of directors in both types of libraries, particularly in small communities. The high cost of travel will impact the amount and/or delivery method of training that Library Development is able to deliver in FY09.

In FY08, the Library Development team either directly trained or arranged workshops and conference sessions for 238 of 340 of Alaska's library directors (approximately 70%). In FY06, the State Library introduced a new program that pays for one training opportunity for each public library each year. In FY07, the State Library increased funding for training opportunities for school librarians. Grants under these programs were awarded to library directors from 115 of 340 (34%) libraries in FY08. During FY05-08 the Alaska State Library was assisted in its continuing education efforts by two grants from the Bill & Melinda Gates Foundation. In FY09, Library Development staff will continue to offer these grants and will concentrate on developing distance-delivered continuing education workshops and classes.

This measure counts training provided only to public or school library directors. During FY08, Library Development taught or funded training opportunities for 78 paraprofessionals working in Alaska's school and public libraries. If we add these additional 78 paraprofessionals who received training to the 238 librarians who received training during FY08, then Library development has provided training to staff working in 93% of the school and public libraries in Alaska.

C2: Strategy - Develop and disseminate new museum related information statewide

Target #1: Increase the number of resource publications and training videos available to museums and continue to publish and distribute quarterly museum bulletins.

Status #1: Additional training materials were acquired and the distribution of information on museum-related technical issues, grant opportunities and museum community activities increased in FY08

Distribution of Informational Materials

Year	Books/videos Lent	Bulletins Distributed	Press Releases Generated
2008	16 +23.08%	800 +48.15%	60 +7.14%
2007	13 0%	540 +50%	56 -18.84%
2006	13 -38.1%	360 0%	69 +2.99%
2005	21 +320%	360 +122.22%	67
2004	5	162	

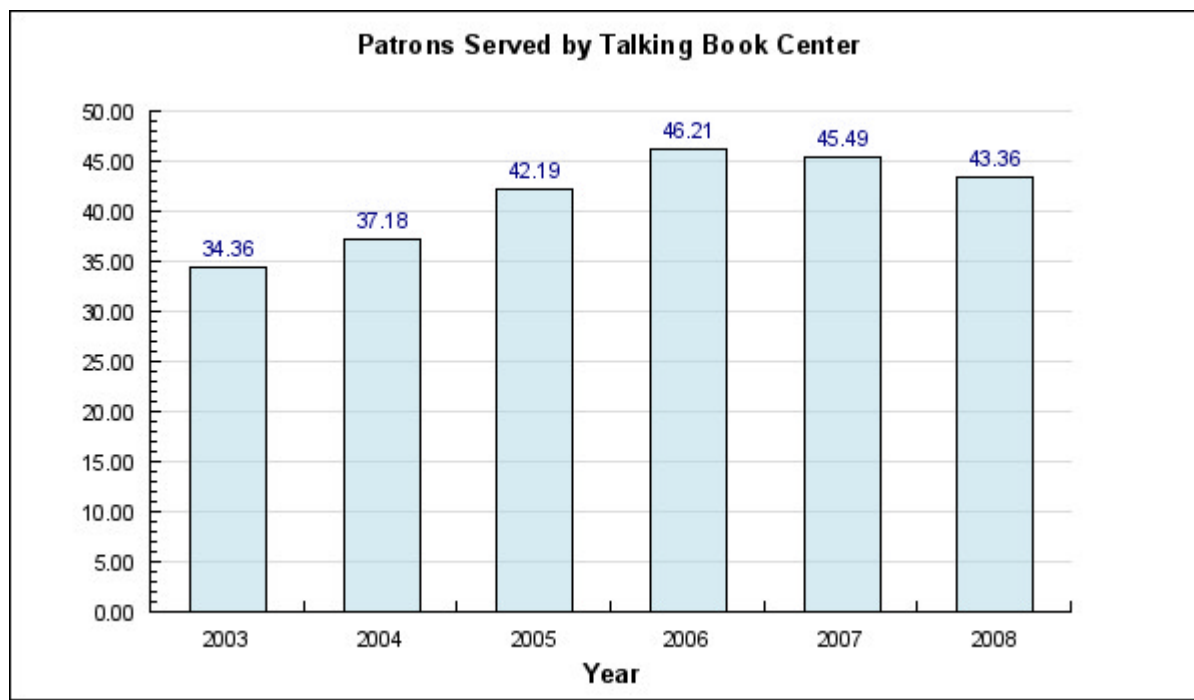
Methodology: FY2005 baseline year for Press Releases Generated.

Analysis of results and challenges: The Alaska State Museum provides consulting services to more than 80 museums and cultural facilities throughout Alaska, as well as to the general public. Technical assistance is also provided through the museum's lending library, which covers all aspects of museum operations including administration, funding, collections management, exhibits, education, environment, and security. The museum also has a series of conservation videos available. While the State Museum does not have a large staff that can be devoted to providing continuing education, it is still the primary training and consulting group in the state. The Alaska State Museum produces an occasional research paper called "Concepts", in addition to a quarterly publication featuring technical information and grant opportunities.

D: Result - Increase use of Talking Book Center (TBC) services and materials

Target #1: Increase the number of eligible patrons served and items circulated by TBC

Status #1: TBC circulations per patron reflects a 24% increase from 6 years ago



Methodology: The above data represents the Number of Circulations per Patron.

Patrons Served by Talking Book Center

Year	Patrons Served	Items Circulated
2008	1,027 -3.57%	35,661 -3.54%
2007	1,065 +4.93%	36,969 -3.47%
2006	1,015 -1.46%	38,299 +5%
2005	1,030 -1.25%	36,476 +10.87%
2004	1,043 +0.48%	32,899 +13.83%
2003	1,038	28,903

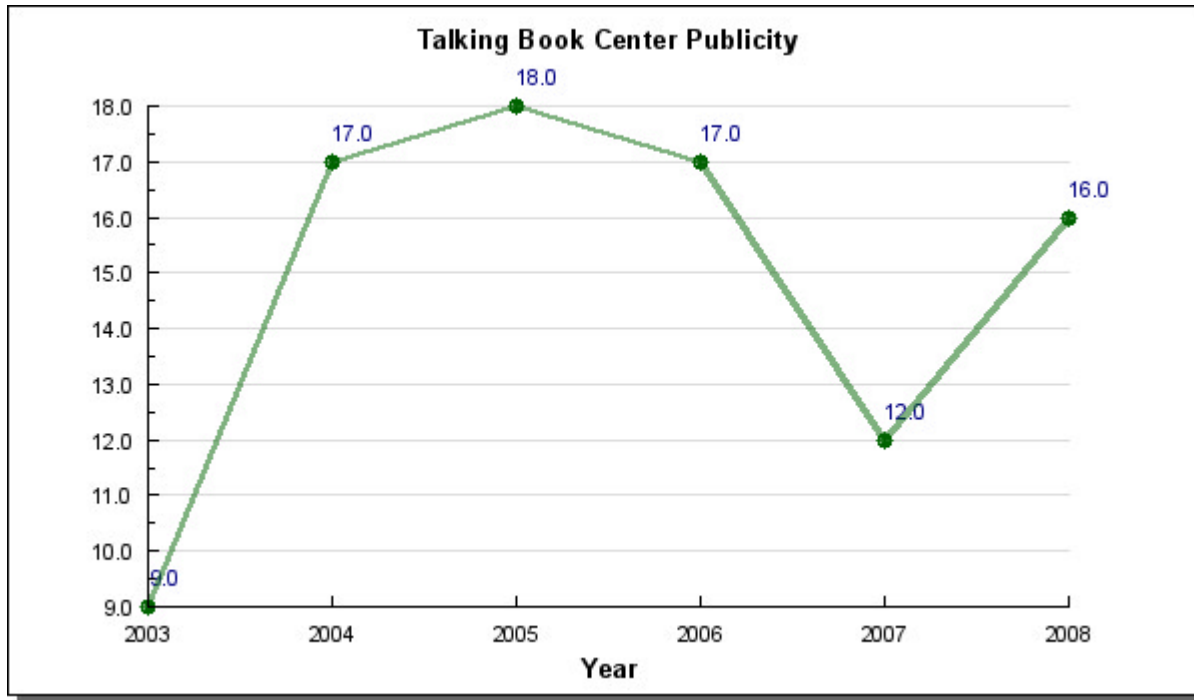
Analysis of results and challenges: The Talking Book Center is a partnership between the Library of Congress' National Library Service for the Blind and Physically Handicapped (NLS) and the Alaska State Library. Serving the entire state, the Talking Book Center, a unit of the Alaska State Library, provides library services for patrons who are visually impaired or physically handicapped to the extent that they cannot read standard print materials. The great majority of the patrons are seniors, so relocation to other states to be with family, ill health and death are serious barriers to constant increases in the number of patrons served.

An increase in items checked out per patron is a better measure of the effectiveness of this unit in meeting patrons' needs, since higher circulation is an indicator of improvement in the quality of service to both new and existing patrons. Circulation includes periodicals mailed directly from NLS but which are managed by the TBC. All TBC patrons may also participate in the State Library's downloadable digital audiobook program, ListenAlaska; it is estimated that between five and ten patrons use this service.

D1: Strategy - Publicize TBC services to pertinent organizations through brochures, visits, and conference booths

Target #1: Inform potential patrons and staff of social services and health agencies, libraries and associations about TBC services

Status #1: The TBC contacted 16 different groups to promote its services to eligible individuals



Methodology: Data measures the number of Target Groups contacted per year.

Analysis of results and challenges: Talking Book Center staff distributes brochures about the service in a variety of venues, including the annual library conference, workshops for librarians, directly to people who ask about the service, and at a variety of events. Talking Book Center staff receive requests for directory-type information about its services for publication in a number of print and online sources. Provided the addition of information to the directory is free of charge, staff respond to all requests for information about TBC services. Copies of these directory entries are maintained, which average about one entry every three months.

Talking Book Center staff maintains a log of all outreach contacts with various organizations and agencies. During FY2008, staff visited 13 events at which we made presentations or set up a display booth and updated directory information about the Talking Book Center in three publications. This year the Talking Book Center hosted a display describing TBC services at the Alaska Optometric Association's two-day March conference. A brochure intended for doctor's offices was redesigned and mailed to optometrists who indicated an interest in providing this information to their patients. Over 500 brochures were sent to seven optometrists.

Key RDU Challenges

Libraries

Library services, whether delivered online or in person, are staff intensive. Our ability to care for and preserve the Historical Collections and to provide reference and information service is directly related to capacity and staffing. The State Library serves all state agency personnel statewide, as well as the public and researchers worldwide. Staff works to find the right mix of products and services and to adapt them to delivery to the employee desktop. Finding state employees online (search engines, email lists, networking sites, etc) in order to educate them about our services is proving to be an increasing challenge. A growing challenge is the lack of trained candidates to fill professional positions and the need for knowledge transfer as our workforce ages.

A key issue for the State Library is technology. The State Library has been aggressive in the adoption of technology to automate functions and procedures. The Library has also streamlined procedures, reduced collections and eliminated some paper-based services while adopting additional electronic services. As staff must stay up-to-date with the technology, continual training is important. The challenge is to use technology and the internet to serve libraries, state agencies and citizens of the state, providing access to information needed in their daily lives.

The collection and preservation of state documents published in electronic format remains a challenge. In recent years, roughly 40% of all identified Alaska state publications have been issued solely online. We have procedures for collecting and making electronic information online and can now clearly identify usage of digital state documents.

The general scarcity of high-quality, relevant training, and technical support and resources are major concerns among librarians from towns of all sizes. Analysis of the State Library's annual technology survey, which is sent to all the public libraries in Alaska; consulting site visits; calls and email communication consistently show that staff in small libraries is especially beset by a pervasive lack of confidence and ability to understand, maintain, and provide public access computing technologies as a service to their patrons.

When the State Library moved into the State Office Building in 1974 the space was less than the collection required. Even with changes in collection development, aggressive weeding, and constant vigilance, the library space and environmental safeguards are inadequate to meet the current and future needs for the safety of historically valuable library materials and for the use of library patrons. The Library works hard to share its collections with all citizens of the state. The State has a responsibility to its citizens and to the children of the future to maintain these important historical and cultural links found in the State Library.

Archives

Archives and records management services are basic state functions. Archives' capacity to take the lead in developing requirements for state agencies using imaging systems and focus on the legal and administrative requirements associated with electronic records is limited by current staffing levels.

Space and safety are critical issues for the Archives. The building itself has serious, well-documented problems that put the collection at risk. Although the Archives staff retains only 2-3% of all state records for archival status (one of the lowest of any state), the facility has reached capacity, and building of archivally-safe, off-site storage is now underway. These materials are the legal, administrative, and historical records of the state.

Another issue for the Archives is storage of records for state agencies. A new contract, that contains major price increases for cubic foot and oversized boxes, was awarded beginning in July 2007 to the vendor who provides storage in Juneau. This increase (between 62.5% and 200%, depending on box size) over the previous contract will only exacerbate the already existing problem that agencies are holding on to records and not transferring them to the commercial center or they are putting the records in storage facilities and sheds that do not meet state standards for storage. If the state wants to continue to have this function provided by the private sector, agencies must comply with the transfer of records requirements and cover the higher storage costs.

Another key challenge is to ensure that all state agencies know what their responsibilities are under law and whether or not they meet archives and records management policies/procedures regarding electronic records and email retention.

Museums

Space, staffing and facilities deferred maintenance are again the key issues for this program. Since 1967 when the Juneau facility was opened, the collection has grown from 5,600 to 30,245 objects. Twenty-eight years ago, a temporary storage shed was erected in the museum parking lot. Suitable additional off-site storage has been acquired in recent years as space needs grows more critical. However, in 2003, the state acquired a 1.8 acre lot contiguous to the museum with plans to build a modern facility to properly showcase Alaska's past and protect its heritage for the future. In 2005, partial design funds were secured to begin the needs assessment and in 2008 more design funds were secured. Planning for design is underway. The challenge is to generate an estimated \$75 million

from state, federal, and local governments, as well as solicitations of private contributions for construction to begin in 2009, the fiftieth anniversary of Alaska statehood.

Deferred maintenance for the existing museum facilities continues as a major challenge. The Alaska State Museums have identified needed renovations or improvements to the Juneau and Sitka facilities. Although this year some activity has taken place to tackle the backlog of needed maintenance, additional funds on an ongoing basis for facilities maintenance are required to fully address remaining deficiencies and safety issues.

With a limited acquisition budget and limited staff, much of Alaska's history is leaving the state, as we are unable to compete in the marketplace for the artifacts and art that document and exhibit the richness and uniqueness of Alaska's history and cultures. We consider:

- *Historical objects*, including pre-1867 Russian objects, and artifacts from gold rushes, early industry, steamship travel and early aviation, the Matanuska colony, the Aleutian campaign, territorial political campaigns, the push for statehood, and the Cold War;
- *Alaska Native artifacts* represent traditional culture and ways of life. In addition, 20th century material is receiving new attention: objects representing the missionary experience, Alaska Native civil rights movement and political leaders, and "market art;"
- *Art by Alaskan artists*—particularly earlier works to document the changing styles and subjects of various artists throughout their careers, and to show the extension of regional and international styles and movements to Alaska—as well as art that is uniquely Alaskan.

To help address this problem, the Alaska State Legislature created the Heritage Endowment Fund in the 1990s, but did not allocate funds to establish a principle balance. In the meantime, Alaska has continued to lose its treasures.

Significant Changes in Results to be Delivered in FY2010

There are no significant changes in results to be delivered in FY2010.

Major RDU Accomplishments in 2008

Libraries

The State Library continued to provide E-Rate assistance to schools and libraries statewide. This program generates over \$18 million dollars annually in telecommunications subsidies. Thanks to the efforts of the State Library's E-Rate Coordinator, Alaska ranks number one in the amount of money received per student. State Library staff provides training and assistance to schools, libraries, and telecommunications vendors participating in this complex program.

The State Library continued to provide technology help to qualifying public libraries by partnering with the Bill & Melinda Gates Foundation to upgrade hardware. In addition, a Public Library Helpline project was continued in partnership with the University of Alaska Fairbanks to assist with technology questions.

The State Library continues to provide basic training and continuing education opportunities to libraries in Alaska. The Library Development staff offers technical assistance in all aspects of library service. In FY2008, the State Library sponsored the annual leadership training workshop for the Public Library Director's Leadership group. Staff taught numerous classes through the year, during the annual statewide conference and during site visits on topics such as electronic resources and basic library operations. Staff provided individual consulting advice, assistance and support to librarians through the state. Staff also organized and presented a week-long School Librarian Academy in conjunction with the University of Alaska Anchorage. For the eighth year the State Library sponsored a statewide summer reading program.

The Library continues to add to its web presence and resources. Through the online catalog, many Alaska and federal government publications are now connected electronically to the online publications found on State of Alaska websites. Additional electronic resources were purchased and paper-based resources were curtailed.

Museums

The public can now search through the collections of objects from both the Alaska State Museum in Juneau and the Sheldon Jackson Museum in Sitka via the Internet. An extensive online database of the museums' collections is now available by going to www.museums.state.ak.us. The database features the entire combined collections, with approximately 36,183 objects and over 7,081 digital images. Visitors to the museum website can view virtual exhibits, can borrow objects through the Hands-On Loan Program, and obtain supplemental educational materials, student curriculum, and technical resource information on preservation and museum management.

Archives

The State Archives continues to work on a software program specifically designed to manage archival records (MINISIS). When fully implemented, it will be mounted on our website. Researchers and staff will then have access to the basic descriptive data for records held in more than 20,000 records cartons and archives boxes.

The State Archives continued to provide support to State Government and reference service, as available storage space continues to shrink and electronic demands continue to grow. The Archives provided leadership throughout the State of Alaska in electronic records, local government records management and manuscripts preservation, through the Alaska State Historical Records Advisory Board (ASHRAB), that the State Archivist coordinates and which manages National Archives grant monies in Alaska.

Space management continues as an Archival priority. The State Archives has transferred 3,532 cubic feet of Exxon Valdez Oil Spill litigation records to off-site, non-current records storage, to make space for other permanent records. An additional 4,433 cubic feet of records are also stored off-site. These records are not in our collections access database since they are stored remotely and have not been described. The problem of access will increase as more historically valuable records are transferred to the Archives. During the reporting period the agency successfully answered numerous reference requests from state agencies.

Contact Information

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**Alaska Library and Museums
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2008 Actuals				FY2009 Management Plan				FY2010 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
Formula Expenditures None.												
Non-Formula Expenditures												
Library Operations	4,149.5	1,045.5	235.2	5,430.2	4,336.6	1,045.5	358.3	5,740.4	4,440.2	1,045.5	358.3	5,844.0
Archives	825.0	4.3	100.8	930.1	953.4	40.0	90.0	1,083.4	983.5	40.0	93.5	1,117.0
Museum Operations	1,327.5	81.5	321.4	1,730.4	1,417.7	60.0	355.1	1,832.8	1,466.6	60.0	355.1	1,881.7
Totals	6,302.0	1,131.3	657.4	8,090.7	6,707.7	1,145.5	803.4	8,656.6	6,890.3	1,145.5	806.9	8,842.7

Alaska Library and Museums
Summary of RDU Budget Changes by Component
From FY2009 Management Plan to FY2010 Governor

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2009 Management Plan	6,707.7	1,145.5	803.4	8,656.6
Adjustments which will continue current level of service:				
-Library Operations	103.6	0.0	0.0	103.6
-Archives	30.1	0.0	3.5	33.6
-Museum Operations	48.9	0.0	0.0	48.9
FY2010 Governor	6,890.3	1,145.5	806.9	8,842.7